
Administration ~ Operations Management

7+ years' rich experience in Administration, Customer Service Operation, Facilities Management, Property Management, Food Inspection etc. **including 6 years with the U.S. Army.** Relate warmly to diverse individuals at all levels by using a friendly yet confident communication style. Hands-on experience in management of Man, infrastructure, facilities, & functions to ensure bottleneck free operations. Proven expertise in Veterinary Food Inspection, Training, Audit, Distribution, Procurement, Safety, Mail Sorting etc. Core strengths in structuring and implementing innovative Administrative policies/procedures to generate undivided commitment & dedication among team members. Diligent and resourceful professional with hands on expertise in devising measures for enhancing operational efficiency through effective cost control and streamlining existing logistics operations. Excellent man-management, time management, and leadership skills.

PROFESSIONAL VALUE OFFERED

Administration	Operations Management	Veterinary Food Inspection	Property Management
Liaisoning	Data Administration	IT 3 Security Clearance	Inventory Management
Mail Sorting	Customer Service	Training & Development	Record Management
Analytical Skills	Safety/Fire Management	Versatile Leadership	Crisis Management

PERFORMANCE MILESTONES

- Honoured with Army Commendation Medal, Army Achievement Medal (2 times), National Defense Medal, Global War on Terrorism Expeditionary Medal, Army Service Ribbon, and Overseas Service Ribbon in support of Operation Enduring Freedom.
 - Nominated as "Safety Representative and Fire Warden".
 - Gained invaluable experience in use of Cable Data and COMTRAC data entry system.
 - Distinction of translating Hindi, Bengali, and Urdu to English and vice versa to curtail communication barriers.
 - Proactively contributed in the Dominican Republic to assist in medical humanitarian missions.
 - Having credential of framing contingency plans to meet any crisis/emergency.
 - Initiated MIS reporting system for improvement/cost reduction and to update the Management.
-

CAREER PROGRESSION

Data Administrator, Agility Defense and Government Services, Defense Reutilization Marketing Office (DRMO). (Camp Arifjan, Kuwait and Camp Victory, Iraq), Since 2009

- Accountable for creating, processing, and updating inventory records on the Department of Defense Automated Inventory System (DAISY).
- Proactively contributed in depreciating property items to scrap condition in preparation for sale.
- Led & guided the team in finding archive records, perform its electronic scanning, and maintain quality control of internal database information.
- Drove the initiative to issue government property to customers and maintain record of all transactions.
- Developed and implemented many new ideas of administrative procedure for saving time.
- Organised various training sessions for the team to enhance their performance.

Mail Clerk II, Combat Support Associates Ltd. (Camp Arifjan, Kuwait), Feb 2009 to Oct 2009

- Responsible for sorting mail according to destination and type and complete postal work on returned letters, adjustments, bills, orders, and payments.
- Regularly operated all postage equipment including postage machines and scales.
- Judiciously maintained records and data of incoming and outgoing Certified, Registered and Insured Mail.
- Devised effective strategies for handling of Secret & Confidential Mails/Documents.

Senior Customer Service Representative, Comcast Cable (Rockville, MD), 2004 to 2009

- Accountable for handling a high influx of inbound calls within a dynamic call center environment.
- Devised effective strategies to ensure one call resolution of customer issues.
- Closely monitored troubleshooting of cable TV, internet, and phone issues, document help desk tickets/resolutions, and maintain equipment inventory lists.
- Introduced conducting of monthly meeting to review overall performance of the team.
- Designed and implemented innovative systems and processes to augment service delivery to achieve total customer satisfaction.
- Interfaced & coordinated with support groups to ensure proper follow up of customer requests.
- Handled management of facilities/infrastructure to ensure cost effective workability.

Veterinary Food Inspection Specialist, US Army (Agility Logistics, Kuwait), 2007 to 2008

- Assumed responsibility for procurement, food safety, food security, and quality assurance.
- Drawn up plan to ensure conducting daily audits of operational rations, prime vendor products, government furnished materials in various warehouses, distribution points, installations, and conveyances all over Kuwait.
- Meticulously conducted surveillance inspection of conveyances traveling directly to several hubs in Iraq.
- Entrusted with the onus of managing distribution of subsistence worth over \$10 million.
- Designed & aided implementation of creative work environment to improve morale and increase productivity and effectiveness.
- Guided & mentored the team for up keeping of Office premises through good housekeeping Agency and carry out maintenance activities.

Veterinary Food Inspector Specialist, US Army Reserve (Rockville, MD), 2003 to 2007

- Responsible for conducting thorough audits at government facilities regarding food hygiene, food safety, sanitation, and quality assurance.
- Guided & mentored the team to collect, prepare, and transmit samples to laboratory for subsistence testing.
- Entrusted with the onus of initiating procurement activities with defined schedules and tendered all capital & revenue nature of works. Regularly followed up with suppliers to ensure deliveries on time.
- Led & guided the team in developing record keeping methods and procedures, budgetary practices and procedures, viz. inventory accounting, preservation, reconciliation, and supply chain management.
- Judiciously reviewed internal control procedures for operational systems, identifying weakness and recommended improvement.
- Streamlined the filing system to ensure safety, security, and easy retrieval.
- Adept at arranging reception of VIPs with required hospitality.

Customer Service Representative, MotoPhoto (Bethesda, MD), 2001 to 2003

- Accomplished responsibility to handle customer query and answer technical questions regarding photo processing and developing.
 - Earned rich experience in photo processing of digital, color, and black and white prints as per quality norms.
-

EDUCATION

- Pursuing Graduate Degree in Government studies (concentrating in politics), Advanced Programs (Shady Grove, MD- early acceptance), Zanvyl Krieger School of Arts and Sciences, Johns Hopkins University, 2010
- Pursuing BS in Criminal Justice major and minor in Investigative Forensics, University of Maryland, University College (Adelphi, MD), 2006
- Honors: Deans List. Member of Alpha Sigma Lambda National Honor Society, Tau Chapter, inducted fall 2008.
- Veterinary Food Inspection School, Army Academy of Health Science (Ft. Sam Houston, TX), 2004

I.T. SKILLS

Word, Power Point, Excel, Access, Front Page, Outlook, Cable Data, COMTRAC, and DAISY data entry systems.
